

## What is Alternative Dispute Resolution?

Alternative Dispute Resolution (ADR) consists of a variety of approaches to early intervention and dispute resolution. Many of these approaches include the use of a neutral individual such as a mediator who can assist disputing parties in resolving their disagreements. ADR increases the parties' opportunities to resolve disputes prior to or during the use of formal administrative procedures and litigation. Three forms of ADR used at Little Rock AFB are mediation, facilitation and early neutral evaluation. The most used form of ADR at LRAFB is mediation.



## LITTLE ROCK AFB ALTERNATIVE DISPUTE RESOLUTION (ADR) PROGRAM



**U.S. AIR FORCE**

***Team Little Rock:  
Home of C-130  
Combat Airlift***



Little Rock AFB ADR Program

Phone: (501) 987-5215 or 987-2697 or 987-8629

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## ***ALTERNATIVE DISPUTE RESOLUTION (ADR)***



***The informal option  
to resolve your  
workplace dispute***

*Win-Win is a belief in the  
third alternative.  
It is not your way or my way;  
it's a better way.  
A higher way.*

**For more information call  
987-5215 or 987-2697  
or 987-8629**

## What Should I Do If I Have A Workplace Problem?

- It is recommended that you still use the chain of command first to raise and resolve a workplace problem.
- If the problem remains unresolved, you can still follow traditional means for addressing the issue. Under ADR, employees or management officials in one of the traditional complaint or grievance processes may initiate the consideration of ADR by contacting the ADR Program Office, at extension 987-5215 or 987-2697 or 987-8629.



## Do I Have A Choice To Use ADR?

Yes! If you are offered the choice to resolve your problem through ADR, it is up to you whether or not to use it. Employee participation in ADR is strictly voluntary. You may choose ADR or have your problem addressed under traditional procedures applicable to the issue. In order to make an informed decision concerning participation in ADR, you will be provided all the information you need. Every question you have will be answered.

## How Does the Little Rock AFB ADR Program Work?

- The employee or management official identifies a workplace problem.
- The employee is encouraged to raise the problem through the chain of command/supervision.
- The employee/management official may contact his/her supervisor, the Equal Opportunity (EO) Office, Civilian Personnel Office (CPO), NAF Human Resources Office, Inspector General, Union, Chaplain, or Alternative Dispute Resolution (ADR) Program Office.
- The official contacted refers the issue either to the appropriate office or the ADR office.
- The ADR office may discuss the matter with the employee/management official to determine the feasibility of using ADR to resolve the matter.
- The ADR office determines whether to offer one of the methods of ADR for dispute resolution (mediation, facilitation or early neutral evaluation).
- The parties agree to use the method offered or to use traditional dispute resolution procedures.
- If the parties choose ADR, they attempt to resolve the disputed issue(s) in good faith and by full and open communication, respecting the rights of each party to present his/her perspective.



## What's In It For Me?

The benefits of resolving issues under Little Rock 's ADR program:

- Promoting a healthy employment relationship by including the parties directly in designing a resolution to their workplace problems
- Reaching a solution quickly, before the situation worsens
- Reducing costs in terms of money and time spent reaching resolution
- Focusing on the interests of the parties and their long term relationship, rather than their legal position
- Improving future work relationships
- Encouraging the parties to speak directly to each other rather than to a judge

Creating a Win-Win situation



## Does The Program Really Work?

Yes! The Little Rock AFB ADR Program resulted in significant benefits to both the employer and employees. The manager and employee communicate directly and participate in designing a solution that makes sense to them. Issues are raised early and resolved quickly.